

Clinical Policy Manual Overview

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Presentation Overview

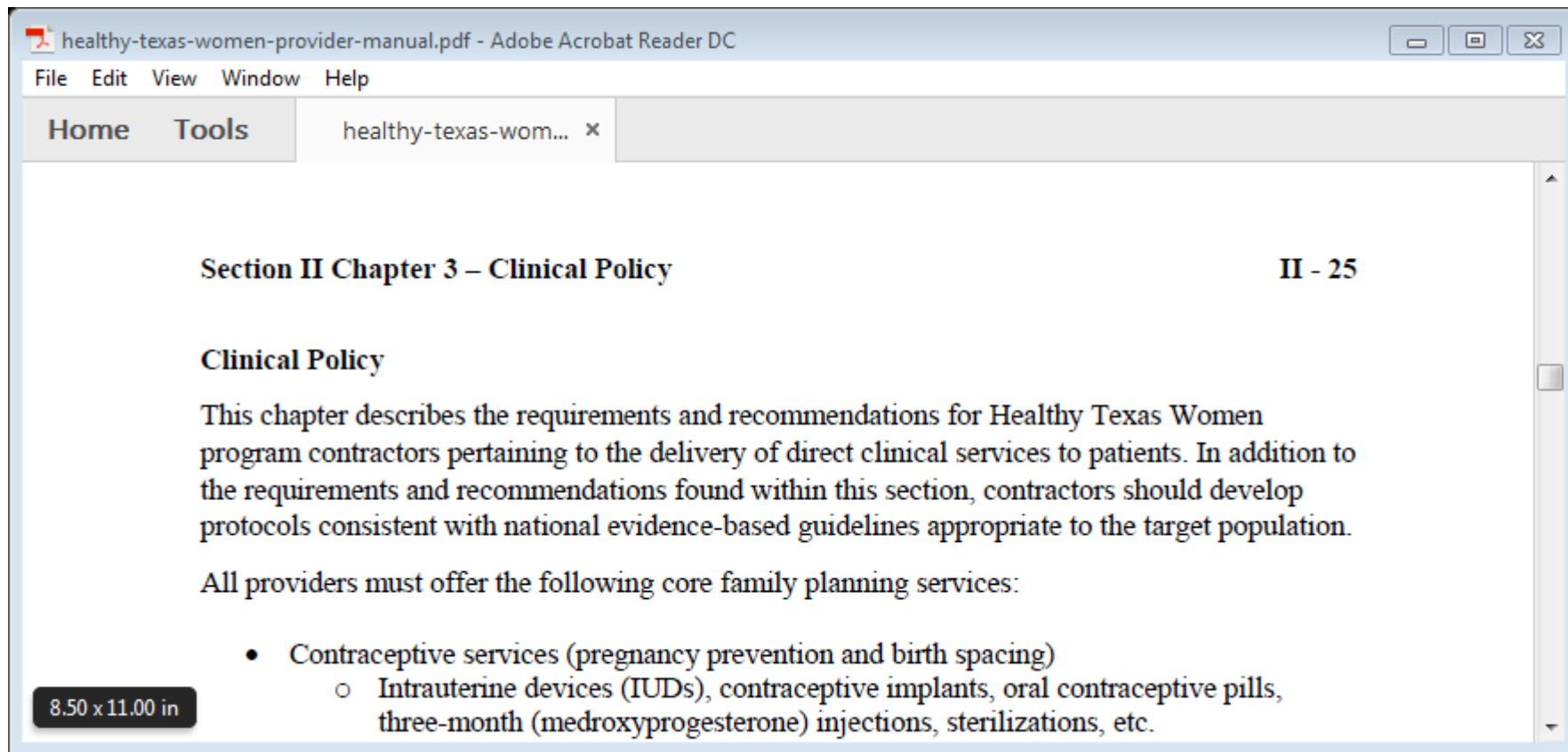
- Locating the clinical policy manuals
- Improving the healthcare quality gap
- Development of the clinical policy manuals
- Using the clinical policy manuals

Locating the Clinical Policy Manuals

www.HealthyTexasWomen.org → **Healthcare Programs**
→ Healthy Texas Women Program → HTW Contractor
Resources (bottom of page) → FY17 HTW Policy and
Procedure Manual

www.HealthyTexasWomen.org → **Healthcare Programs**
→ Family Planning Program → Family Planning Program
Policy Manuals (bottom of page) → FY17 Family
Planning Program Policy Manual

Locating the Clinical Policy Manuals



Closing the Healthcare Quality Gap

- Americans receive about ½ of recommended interventions (healthcare quality gap)¹
- Too much information, too little time²
- Ready access to simple summaries of best practices increased the likelihood of patients receiving evidence-based interventions³

¹Asch SM, Kerr EA, Keeseey J, Adams JL, Setodji CM, Malik S, McGlynn EA. Who is at greatest risk for receiving poor-quality health care? N Engl J Med. 2006 Mar 16;354(11):1147-56.

²Glasziou P, Ogrinc G, Goodman S. Can evidence-based medicine and clinical quality improvement learn from each other? BMJ quality & safety. 2011;20(Suppl_1):i13-i17.

³Straus SE, Ball C, Balcombe N, Sheldon J, McAlister FA. Teaching evidence-based medicine skills can change practice in a community hospital. J Gen Intern Med. 2005 Apr;20(4):340-3.

Closing the Healthcare Quality Gap

- Closing the healthcare quality gap (AHRQ, 2004)⁴
 - Provider education
 - Patient education (and engagement)
 - Promotion of self-management

⁴Shojania KG, McDonald KM, Wachter RM, et al., editors. Closing the Quality Gap: A Critical Analysis of Quality Improvement Strategies (Vol. 1: Series Overview and Methodology). Rockville (MD): Agency for Healthcare Research and Quality (US); 2004 Aug. (Technical Reviews, No. 9.1.).

Development of the Clinical Policy Manuals

- Brief summaries of primary care topics
- Intended for primary care providers (physicians, nurses, APRNs, PAs, patient educators, CHWs, etc.)
- Topics chosen based on covered services and eligible population by program, with emphasis on cost-effectiveness and ease of implementation
- Hierarchy of evidence-based sources
 - High-level government agency guidelines
 - Guidelines from recognized professional organizations
 - Primary research, expert narrative reviews, and presentations

Organization of the Clinical Policy Manuals

- Program covered services
 - Required core family planning services
 - Services covered under the program
- Client health record and general documentation requirements
- General requirements for visit by type, follow-up, and referrals
- Prescriptive authority agreements and standing delegation orders

Organization of the Clinical Policy Manuals

- Brief summaries of best practices by topic
 - Summaries are formulated around scope of coverage for each program, including age and covered service limitations
 - Citations and links (when available) for all references used
- Links to freely available resources for providers, patient educators, and patients
- Emphasis on reproductive health and preventive care

Organization of the Clinical Policy Manuals

Example: Diabetes Mellitus (Non-pregnant)

- Screening and diagnosis (HTW and FPP)
 - Patient selection for screening
 - Embedded links to provider tools (e.g., BMI calculator)
 - Diagnostic criteria
- Treatment and management (HTW only)
 - Patient evaluation checklist (PE and laboratory testing)
 - Patient education topics
 - Prevention of Type II DM in high-risk individuals
 - General overview of pharmaceutical management
- Reference list with links to guideline text
- Resources for patients and educators

Using the Clinical Policy Manuals

- Provider education
 - Program requirements (e.g., documentation, patient consent)
 - Best practices (e.g., screening, diagnosis, treatment of covered services)
- Patient education (and engagement)
 - Education topics, resources for patients and educators
 - Creative solutions (e.g., group education services, use of community health workers, community outreach)
- Promotion of patient self-management
 - Medical nutrition therapy
 - Diabetes self-management

Finding Billable Codes and Formulary

- **Healthy Texas Women**
 - Go to HTW webpage on TMHP website at http://www.tmhp.com/Pages/HTW/HTW_home.aspx
 - Healthy Texas Women (HTW) Payable Procedure Codes (downloadable PDF)
 - Downloadable Health Texas Women (HTW) Drug Formulary (Excel spreadsheet)

- **Family Planning Program**
 - www.HealthyTexasWomen.org → Healthcare Programs → Family Planning Program → Family Planning Program Policy Manuals (bottom of page) → FY17 Family Planning Program Policy Manual
 - Appendix A contains a listing of billable procedure codes

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Questions?